ATTACHMENT C STATEMENT OF WORK

C.1. STATEMENT OF WORK

C.1.1. OBJECTIVES

C.1.1.1. BACKGROUND

This procurement is open to all of NASA including its Contractors as authorized by their Contracting Officer. This includes the NASA centers: NASA Headquarters, Ames Research Center, Dryden Flight Research Center, Goddard Space Flight Center, Johnson Space Center, Kennedy Space Center, Langley Research Center, Glenn Research Center, Marshall Space Flight Center, Stennis Space Center. These contracts will also be available for use by other Federal Agencies and their Contractors as authorized by their Contracting Officer.

Information processing resources management permeates almost every element of NASA. Data rates from scientific and engineering missions are increasing rapidly along with the complexity of information extraction. User friendliness, presentation quality and data formatting are increasingly important in a world of more and more intensive computation and sophisticated graphics. The need for efficient and powerful software and hardware geared towards the various information processing tasks extends from the end user's desktop workstation to high end compute servers. The productivity of NASA is continually increasing through the efficient use of computers and sophisticated applications such as artificial intelligence and expert systems. One of NASA's goals is to optimize the productivity of the individual through the utilization of consistently more powerful computers utilizing the latest in supporting peripherals combined with higher level and more user friendly software on standardized but customizable systems.

Computer facilities throughout NASA are being continuously enhanced by incorporating evolving improvements in state-of-the-art computer system technologies to maintain NASA at the forefront of scientific and engineering processing performance and capabilities and to provide the user community of researchers and engineers with the most sophisticated and powerful computer tools available. The original SEWP contracts helped establish UNIX as the unifying computer system within NASA's scientific and engineering environment. In continuing support of the activities that utilize these computer systems NASA is implementing Indefinite Delivery/Indefinite Quantity (IDIQ) contracts of the latest UNIX computer system technologies. These UNIX computer systems will continue to enhance and unify computational and graphics capabilities to the scientific and engineering community supporting NASA missions.

At the same time UNIX has been standardized for much of the high-end computing needs of NASA, other technologies are integrated into the NASA IT environment. Chief among these is the Windows operating system. Another key technology is the ubiquity of the World Wide Web for information sharing and interface to applications which has made not only computing power, but also networking and security, of major importance in NASA's IT usage. Linux is providing an important research and development tool, which is also being utilized throughout the NASA community, from the desktop to high end compute servers.

C.1.1.2. APPLICATION AND COMPUTATIONAL ENVIRONMENT

In the accomplishment of its mission, NASA utilizes a wide diversity of general and special purpose digital computers ranging from High Speed Vector Processors and Scalable Parallel Processors to desktop workstations. These systems, while diverse in capability, are functionally interoperable through their support of IP networking and interoperability standards. These systems provide source code and application interoperability and portability through their support of the UNIX specifications and/or, where appropriate, with other IT standards and alternate Operating Systems, such as Windows and Linux. They allow users to move between machines in a heterogeneous networked environment while maintaining an interoperable user environment.

NASA's mission, for example, in the Geodynamics, Geophysics, Earth Resources, and Hydrological Sciences areas of investigation, is based on programs of basic and applied research as well as data

analysis and interpretation and is conducted to span virtually the entire breadth of terrestrial utilization of space acquired data. These include investigative studies of the Earth's gravitational and magnetic fields, crustal differentiation, surveying and mapping of crustal magnetic anomalies, computing general ocean circulation and major currents, determination of tectonic plate motion, and monitoring and predicting atmospheric circulation. In the resource observation areas, specific topics being investigated include mapping of geobotanical anomalies; crop, forest, and rangeland mensuration and classification; and determination of soil moisture - vegetation relationships. Snow pack properties and surface imperviousness - water runoff relationships are also studied. These investigations include the study of future systems involving advanced multi-element sensors.

NASA’s requirements for computing resources will continue to increase dramatically for all types of machines (vector processors, interactive processors, graphics, and desktop workstations), and for a wide range of power and capacity. A family of UNIX based scientific and engineering computer systems along with alternate, standard operating systems and supporting equipment and software will provide a wide diversity of interoperable functions within NASA and ensure the availability of the best tools for all of the core competencies at NASA.

C.1.1.3. COMPUTER SYSTEMS IN THE NASA NETWORK ENVIRONMENT

Computer networking is a key element of the computer system environment. NASA maintains an extensive network environment with tens of thousands of active network nodes in dozens of domains. The NASA environment is primarily Ethernet and ATM based, and NASA is continually researching emerging technologies to supplement the existing infrastructures where needed. Computer systems will need to support the current highest performance network technologies. NASA aggressively deploys network technology that capitalizes on its huge existing investment while promising long-range viability. This includes Ethernet and Optical as well as integration of advanced state-of-the-art networking technologies.

NASA's existing, installed base of networking equipment is massive and diverse. In order to reduce operational and logistical costs, and in order to enhance availability of the NASA networks, the existing base of equipment is a major consideration for this procurement activity. In the NASA Wide Area Networks (WAN), Cisco, Juniper, Force10, and Foundry routers are prevalent. In the Local Area Networks (LAN), there are Cisco and Extreme routers. Packet switches have been installed from Alantec and Cisco. NASA ATM investigations are dominated by FORE systems switches. In NASA 10Mbps through 10Gbps equipment is installed as well as CWDM (Coarse Wavelength Division Multiplexing); with some ATM and Sonnet. Some smaller network domains have Netgear and SMC equipment installed. Besides the computer system manufacturer-supplied network interface cards (NICs), there have been thousands of NICs installed from Intel, Network Peripherals, and Interphase.

C.1.1.4. ACQUISITION OBJECTIVES

This acquisition's first objective is to have hardware and software available to address an increasingly difficult, complex, and changing set of NASA-specific scientific and engineering problems. For example, problems such as the design and development of complex instrumentation, correlative data analysis between multiple data sources and high-resolution display and animation of complex three-dimensional objects stress the resources of today's most powerful scientific and engineering computer systems and high-speed networks**.** Yet each of these problems requires computational platforms that are highly extensible in different key areas of computer system technology. In addition increased requirements for distributed computing and sharing of resources and data have created a data and network-intensive computational environment. Ideally this first objective would be met with hardware and software that provide flexibility, functionality, high-speed connectivity and a performance growth path that can address our class specific and interoperability requirements as our science and engineering requirements continue to expand.

This acquisition’s second objective is to continue to minimize system incompatibilities across all computer classes and maximize portability and interoperability with both existing and future systems through established government and industry standards that form the basis of an "open systems" environment. This goal will also ensure the most cost effective growth path for our users, and provide

for full and open competition in this and future acquisitions. UNIX has been established throughout NASA as a key element in providing the required engineering and scientific functionality within an "open systems" environment. At the same time, Windows and Linux have become prevalent in the scientific and engineering environment. Therefore, this second objective is met most often with operating systems which are based on the UNIX specification or which provide appropriate interoperability with the UNIX specification across all classes of computer systems and through adherence to other relevant government and industry standards, thereby maximizing interoperability and portability of applications and users and preserving the Government's investment.

A third objective is to provide NASA with a wide range of hardware and software tools to support, interconnect, and enhance NASA's scientific and engineering computer systems. To support the variety of systems and computing related needs and continue to promote and stimulate vendor competitiveness, the contractors associated with this third objective must include access and/or support to the widest possible variety of appropriate vendors. This includes the ability through the technology refreshment process to add new vendors and technology to make enhanced new technical capabilities available. In addition, these systems must include enhancements that provide leading edge technology to the computer system classes. This objective is met through six classes providing: network equipment, security systems, advanced video and conference tools, mass storage devices, computer system support devices and multi-functional printers.

Finally, it is imperative that SEWP embraces innovative procurement transactions and processes. This objective is to facilitate processes that will place a minimal administrative burden on the customer, contractor, and the Government. The Government believes that this can only be accomplished through electronic and automated means. Hence every effort will be made to utilize automated processes for order processing, tracking, delivery, invoicing, and payment. The Government envisions a virtual system in which the customer is empowered to choose what goods and services they need to accomplish their mission, order them directly (if within their authority) receive them directly, and authorize payment.

This empowerment of the customer necessitates the continued enhancement and automation of today's conventional procurement processes. At a minimum this will require standardized electronic communication processes for order processing, pricing exhibits, and management reporting. Further, this system will continue to evolve as standards mature and enabling technologies become available. It is expected that the Government and industry will partner together in this effort.

While each SEWP contract will include appropriate peripherals and class-specific software, a post-award objective is to award set-aside contracts to provide IT-related services: assistive technology products and services; third party maintenance, support, and integration; third party software; advanced supporting equipment; and other appropriate services not covered in the competed contracts.

Overall, this consolidated effort will provide the Government with hardware and software that represents the best overall value to the Government in fulfilling its mission. Further, this effort will minimize the Government's administrative costs, and provide the ability to fulfill our users' needs in a timely manner.

Because the scientific and engineering requirements are standards and interoperability based, combined with the broad base of commonality among requirements, functions, and available COTS solutions, it is assumed that overlap will exist between contracts and across classes. Additionally, any overlap will ensure that end-users will have access to appropriate and complete solutions to meet their varied requirements. Therefore, no single contract will have exclusive rights to provide any given technology nor will end-users be confined in their choice of contracts they utilize. The end-user's decisions will be based on a Best Value and Fair Opportunity determination as required in FAR 16.505(b).

Scope

NASA implements many different missions and projects to meet a wide range of requirements. In addition, other Government agencies will utilize any resultant contract if they determine the available hardware and/or software available meets their technical requirements and represent a Best Value to that organization. As such it is intended that deliverables under this contract may be utilized by:

Government civil servants, Government on-site (or near-site) contractors, Government off-site contractors, Principal investigators, or Universities through grants or cooperative agreements and Government-Owner Contractor-Operated (GOCO) organizations. Therefore, deliverables under the contract are not limited to NASA-specific requirements, although any such deliverable will be available for NASA's usage. While SEWP Contractors are required to provide CONUS delivery, Federal Agencies with OCONUS locations may utilize the SEWP contracts based on mutually agreed upon delivery arrangements.

Regardless of the mandatory items defined, proposed and provided by each class, the scope of all contracts is the same – Information Technology products including hardware, software, maintenance, warranty, product training and firm fixed price services in support of installing and implementing the products.

C.1.2. GOVERNMENT'S OPERATING PLAN

There will be a SEWP Program Office staffed by Government, and NASA support service contract personnel. The SEWP Program Office will be located at GSFC and will serve four main functions: contract management, technical oversight, administrative support, and customer support. The full NASA SEWP Team will consist of the SEWP Executive Committee, SEWP Contracting Officer(s), the SEWP Contracting Officer's Technical Representative (COTR), SEWP Technical Specialists, and the SEWP Business Operations and Workstation Laboratory (BOWL), including the NASA SEWP Program Manager.

C.1.2.1. EXECUTIVE COMMITTEE, CO(S), COTR, TECHNICAL SPECIALISTS

The SEWP Executive Committee will oversee and direct the management of the SEWP contracts. The SEWP Contracting Officer(s) will perform functions normally associated with such position(s). The SEWP COTR will conduct post award implementation and administration. Technical Specialists may be appointed by the Executive Committee to assist the COTR in reviewing and approving all Technology Refreshment proposals from the Contractor. The COTR will maintain a close working relationship with the Contractor regarding current and future technology and the technical breadth and depth of the contract. The Executive Committee, Contracting Officer(s) and COTR will be located at NASA GSFC. The Technical Specialists may be located at various NASA Centers and other agencies.

C.1.2.2. SEWP BOWL

There will be a SEWP contract support group staffed by the Government and a NASA support service contractor, hereafter referred to as the SEWP BOWL (Business Operations and Workstation Laboratory). The SEWP BOWL will be located at NASA GSFC and provide management services, automation services and technical services in support of the SEWP contracts. The SEWP BOWL will be the focal point for SEWP Contractors and customers by serving as a clearinghouse of information and services relevant to the SEWP contracts. The SEWP BOWL is not responsible for promoting the Contractor's products or for conducting market research for the Contractor's products.

C.1.2.2.1. Management Services

The SEWP BOWL will maintain a database containing all information relevant to order and contract monitoring. The SEWP database will be the official repository for pricing exhibits, electronic reports, summaries of purchase orders, and other contract related information. The SEWP BOWL will validate orders to ensure orders are from a federal agency or authorized federal contractor and that the orders include a valid contract number, a signature and date, a total dollar amount and, where applicable, an Administrative Handling Fee amount. As detailed in Attachment D, all orders, except for direct credit card orders under $100,000, will be routed through the SEWP BOWL office prior to issuance to the Contractor to ensure that appropriate scope, pricing, authorization limits, and other contract and program requirements are monitored at all times. Pricing information will be remotely accessible by Contractors and customers in order to facilitate the generation of contractually correct orders. The database will be populated via electronic processes as defined in Attachment D.

Contractor information systems for order processing and quote generation must be populated with pricing data synchronized with the SEWP database. This will ensure consistency between the Contractor information systems and the SEWP database of record. The data relevant to each Contractor's SEWP contract will be available for access and downloadable by the Contractor on a 24 hours a day, 7 days a week basis. Each time a change is made in the SEWP database relative to a Contractor's offerings, the new data must be updated in the Contractor's order processing and quote generation systems by the Contractor.

The SEWP BOWL will be responsible for supporting Points of Contacts (POCs) and customers at NASA field centers and other federal agencies.

The SEWP BOWL will monitor and facilitate the processing of SEWP orders. These services include problem determination, escalation and resolution, and other front line support services for SEWP customers, Contractors and POCs.

C.1.2.2.2. Automation Services

The SEWP BOWL will maintain an Internet WWW home page containing pricing, order status, promotional and technical support information and other information deemed relevant to the support of the SEWP contracts. The SEWP WWW home page will be accessible to all SEWP customers, POCs and Contractors. It will include product and manufacturer search capability along with on-line Request for Quote tools that may be used by SEWP Contractors and customers to search the official SEWP Contract Line Item and Price database and request information from the Contractor.

The SEWP BOWL will implement electronic services to facilitate the paperless processing of SEWP orders, reports, pricing exhibits and other relevant business documents. The implementation will be Internet-based in accordance with NASA's emerging architecture, as described in Attachment D.

C.1.2.2.3. Technical Services

The SEWP COTR and/or the Technical Specialists, assisted by the SEWP BOWL, will research emerging technologies and assess their applicability to the SEWP contracts regarding price, performance, interoperability, standards, and comprehensive functional capabilities. The SEWP BOWL will refer customers requesting requirements analysis information and services to assist in determining the optimal use of products offered on the SEWP contracts to the Contractors most appropriate for resolving the customer’s needs.

The SEWP BOWL's WWW home page will maintain links, documents and software relevant to the technical support needs of SEWP customers. A link to the Contractors SEWP Web site will be provided through the SEWP BOWL's WWW home page.

The SEWP BOWL will maintain a laboratory primarily for use by the SEWP Security Center. Products will be available for on-site and remote use primarily to provide the Government with examples, demonstrations and testing of security related COTs products.

C.1.2.3. SEWP POCS

SEWP Point of Contact (POC) serves two main functions within their respective agencies:

1. Contact person within their agency to answer questions and provide guidance to Government and Contractor employees interested in using SEWP;
2. Person to serve as a liaison between the NASA SEWP Office and their agency, providing feedback and receiving updates to/from the NASA SEWP office on current issues and future goals of SEWP

Agencies may have multiple POCs. A POC can be identified as a Contracting POC, a Technical POC, or both. Agencies are not required to identify an POC in order to utilize the SEWP contracts.

C.1.3. CONTRACTOR RESPONSIBILITIES

C.1.3.1. TECHNICAL SERVICES

C.1.3.1.1. World Wide Web Services

The Contractor shall maintain an Internet World Wide Web (WWW) server for publishing a full complement of contract related resources to the SEWP BOWL, SEWP POCs, and SEWP customers. These resources shall include but not be limited to:

1) A soft copy ordering guide (see section C.1.3.3 for ordering guide specifications) suitable for downloading and printing by SEWP customers.

2) Online technical specifications and literature for all the Contractor's SEWP offerings for which commercial technical specifications and literature are available. This requirement is mandatory for Category A contracts and desirable for non-Category A contracts.

3) Identification of the Contract as part of a multi-award Government-Wide Acquisition Contract (GWAC) with accurate and clearly stated posting of the Fair Opportunity Clause found within the body of the Contract

4) On line program support information including:

    a) How to obtain a quote for hardware, software, or services, including names, telephone numbers and email addresses of appropriate sales representatives.

    b) Policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support, and other post delivery issues. This will include the names, telephone numbers and email addresses of appropriate support staff.

    c) How to trouble shoot a problematic order including names, telephone numbers and email addresses of appropriate support staff.

5) Links to related WWW resources such as corporate home pages and the SEWP BOWL home page, patch databases, technical specifications and security databases.

The Contractor shall provide these SEWP-specific WWW capabilities within three days of contract award.

The Contractor’s SEWP related Web pages shall comply with all applicable Government Access Standards for Electronic and Information Technology including such standards based on Section 508 of the Rehabilitation Act Amendments.

C.1.3.1.2. Systems for Operational Capability Demonstration

If the Government determines a need to verify the technical capabilities or otherwise demonstrate required functionality of base systems and base products, the contractor shall delivere those products prior to placement of the first delivery order after contract award to undergo operational capability demonstration (OCD). If the contractor submits a technology refreshment proposal for a base system or base product, the Contractor shall, upon Government request, deliver the proposed base system or product to the SEWP BOWL where it may, at the discretion of the COTR and/or Technical Specialist, undergo an OCD to verify the proposed system/product meets the required specifications. Title to the equipment and responsibility for the timely maintenance and security of the equipment shall remain with the Contractor during the OCD. Dysfunctional equipment or equipment that fails to pass OCD or does not provide adequate system security as defined by current NASA policy, shall be removed from the SEWP BOWL by the Contractor at the discretion of the SEWP BOWL and replaced with corrected equipment. If the equipment fails due to Government negligence, then the Government will be responsible for repair charges.

C.1.3.1.3. SEWP BOWL Technical Support

The contractor shall provide to the SEWP BOWL, at no additional expense, a full complement of technical support services including:

1) Timely nondisclosure briefings on emerging technologies relevant to SEWP.

2) Commercially available technical specifications, either on-line or in hard-copy form, for all base system components, with such documents for all products available on the Contractor's SEWP contract available by request.

3) Continuous adherence to any relevant Government, NASA, and Goddard security requirements.

C.1.3.2. PROGRAM OFFICE SUPPORT

The Contractor shall staff a SEWP program office that will facilitate communications, electronic reports, order processing and trouble shooting, customer support services, contract modifications, process improvements, technical support services, and any other services deemed necessary to the success of the Contractor's SEWP contract.

C.1.3.2.1. Communication Services

The Contractor shall have the ability to communicate with the SEWP BOWL, SEWP POCs, and SEWP customers via telephone, facsimile, and electronic mail. Communication will include technical, administrative, contract management, and customer support issues.

The Contractor shall have an Internet electronic mail address. The Contractor shall also have the ability to browse Internet WWW pages, especially SEWP and NASA specific home pages from the program office.

C.1.3.2.2. Customer Support Services

The Contractor shall provide, free of charge to SEWP customers, the following customer support services:

1) Timely and accurate sales quotes based on current SEWP offerings and prices.

2) Timely dispatch of up-to-date hard and soft copy ordering guides.

3) Commercially available technical specifications, either on-line or in hard-copy form, for any product available on the Contractor's SEWP contract, per a customer's request.

4) Configuration analysis to determine the suitability, correctness and availability of a Contractor's offerings to the customer's requirements.

C.1.3.2.3. Program Manager Meetings

The Contractor shall meet regularly with the SEWP BOWL and SEWP POCs to review the state of the Contractor's SEWP contract, to discuss improvements to technical and administrative processes, and to incorporate customer feedback into the SEWP processes. There will be 2 to 4 Program mandatory Program Manager Meetings annually inclusive of the SEWP Annual Retreat. Except for the Annual Retreat, the meetings will be held at or near GSFC.

C.1.3.2.4. Sales and Program Training

The SEWP BOWL shall provide, free of charge to the contractor, the following training services:

1) Within 6 months of contract award, the contractor will arrange for at least 1 SEWP Contract and Program training session. The training will be provided either at the contractor’s facility or a mutually agreed upon site. The training will be free of charge and presented by the NASA SEWP Program Office and is a 2-hour session. Through this initial required session and any necessary follow-ons, it is expected that all sales agents and other contractor staff associated with this contract will attend at least one such session.
2) Periodically, throughout the contract period of performance, courses for new employees and/or refresher courses for current employees will be arranged with the NASA SEWP Program Office.

If major changes or issues arise either directly with the contractor or with the SEWP Program as a whole, follow-up training sessions may be made mandatory at NASA SEWP Program Manager's discretion.

C.1.3.3. ORDERING GUIDES

The Contractor shall make accessible to SEWP customers electronic ordering guides detailing the Contractor's SEWP offerings. A downloadable and/or printable version of the ordering guides must also be provided.

C.1.3.3.1. Ordering Guides

The Contractor shall utilize the WWW to publish an electronic ordering guide suitable for downloading and printing by SEWP customers. The electronic ordering guide shall be available via the WWW prior to placement of the first delivery order after contract award. Updated versions shall be available no later than 10 business days following each contract modification. The ordering guides should contain the following components:

1) Program support information including:
    a) How to obtain a quote for hardware, software, or services, including names, telephone numbers and email addresses of appropriate sales representatives.
    b) Policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support, and other post delivery issues. This will include the names, telephone numbers and email addresses of appropriate support staff.
    c) How to troubleshoot a problematic order including names, telephone numbers and email addresses of appropriate support staff.
2) Overview information about the Contractor and the SEWP contracts.

C.1.3.4. ELECTRONIC PROCESSES

The Contractor must be able to automatically transmit, receive and process information to and from the SEWP BOWL via electronic means as identified in Attachment D. General policies and procedures shall be established and published (Attachment D) by the SEWP BOWL to be followed by the Contractor when using electronic methods for transmitting, receiving, and processing business documents. The Contractor must comply with these policies and procedures.

It is the goal of this procurement to utilize the Internet for the exchange of all relevant business documents. It is also desirable to accommodate a broad and diverse customer base. Where a customer is not yet able to transmit electronic documents, it may be necessary for the Contractor to process traditional paper documents. It is not the policy of this procurement to encourage paper orders, merely to accommodate them where electronic ordering is not yet possible.

For order processing, at a minimum, the Contractor shall be able to process the following electronic documents:

1) Delivery Order
2) Order Status Reports
3) Post Order Reports
4) Administrative Handling Fee Reports

For technology refreshment and contract modifications, at a minimum, the Contractor shall be able to process the following electronic documents:

1) Technology Refreshment Requests

C.1.3.5. TECHNOLOGY REFRESHMENT PROPOSALS

The SEWP Technology Refreshment (TR) process is the method by which contractors shall update offerings on their SEWP contracts. TRs shall be initiated by the Contractors, evaluated by a SEWP Technical Specialist or COTR to ensure price and scope compliance, if approved added to the SEWP database of record, and then forwarded to the SEWP Contracting Officer for contract modification.

Approved TRs shall be reviewed by the SEWP Technical Specialist or COTR on a timely basis. TRs including only price decreases and/or administrative changes will be automatically approved and may be submitted as often as necessary. While there is no limit to TR submittals per contractor, contractors are expected to keep their TR submittals at a reasonable level

All pricing exhibits and pricing information relevant to the TR will be submitted to the SEWP BOWL as described in Attachment D.

C.1.3.6. CATEGORY B: MANUFACTURER / RESELLER REQUIREMENTS

The Category B Contracts require the establishment of Manufacturer / Reseller relationships with as large and as inclusive as possible a set of major class-related manufacturers. This is to provide adequate coverage of the breadth of the requirements for NASA, and fosters a competitive environment for the various types of equipment.

Due to the large dependency on manufacturers for providing the required products in these categories, the contractor must continuously demonstrate the ability to negotiate with the wide range of contractors to obtain the appropriate support, materials, and pricing structure.

C.1.4. GENERAL CONTRACT REQUIREMENTS

C.1.4.1. SOFTWARE

For convenience the term "contractor" in this section refers to either the prime contractor or the appropriate sub-contractor.

C.1.4.1.1. SOFTWARE FURNISHED

The contractor shall furnish the applications and/or operating system software listed in Attachment A, Technical Specifications, as well as all supporting evaluated optional features set forth in Attachment A, Technical Specifications, that are proposed by the contractor and accepted by the Government.

C.1.4.1.2. SOFTWARE SUPPORT

Software support service shall only be applicable to software purchased under this contract. Software support shall consist of correction revisions through software patches, software upgrades, and technical support for problem resolution.

The contractor shall furnish full documentation of all changes and/or modifications to the applications and/or operating system software.

a) Basic Software Warranty

The purchase of software includes a basic software warranty, which provides, at a minimum, a 90-day warranty that the software delivery medium is free of defects. Other software warranty functions that are in accordance with the Contractor’s standard commercial practices shall also be provided.

b) Extended Software Warranty

The purchase of Extended Software Warranty provides, for a one or multiple year period from date of purchase at no additional charge, the end user with all new versions, upgrades, modifications and patches to the associated software. The contractor shall deliver software upgrades covered by the Extended Software Warranty directly to end users entitled to receive them. Other software warranty functions which are in accordance with the Contractor's standard commercial warranty/maintenance practices shall be included as part of the Extended Software Warranty.

c) Software Patches

Software patches are modifications to the software that provide fixes to address security issues and known problems. Software patches shall be provided to all end users through on-line access. Software patches are provided to all end users at no additional cost beyond the initial cost of the software.

d) Technical Support

End users may obtain direct technical support from either the contractor or the appropriate software vendors throughout the selected warranty period. The contractor shall provide a toll-free voice telephone hotline. The voice hotline will, at a minimum, be manned 9 a.m. to 8 p.m. (Eastern Standard Time), Monday through Friday (excluding Government holidays).

C.1.4.1.3. SOFTWARE PERFORMANCE

Furnished software shall conform to and perform in accordance with contractor's functional descriptions and data requirements as set forth in Attachment A, Technical Specifications, of this contract and shall meet all the other requirements stated in this contract.

C.1.4.1.4. OPERATING SYSTEM SOFTWARE

The contractor shall provide and support the operating system software required to make use of the equipment acquired under this contract. Operating System software refers to those routines that interface directly with hardware peripheral devices, the computer operations, and applications and utility programs.

C.1.4.1.5. SOFTWARE LICENSING

The contractor shall, wherever possible, provide software licensing and/or maintenance arrangements with either site-wide, contract-wide, bulk purchase discounts or credits, or other structures to provide competitive software pricing and availability.

C.1.4.2. MANUALS AND PUBLICATIONS

The contractor shall furnish the most current version of ordered documentation to the end user.

C.1.4.3. COMPLIANCE WITH FIP STANDARDS

All equipment and software acquired under this acquisition must conform to specified applicable Federal Information Processing Standards Publications (FIPS PUBS). For this contract the applicable FIPS PUBS are identified in the Technical Specification.

C.1.4.4. CABLING

The contractor shall provide all cables, cable connectors and termination needed for installation and operation of the equipment, as a stand alone system.

C.1.5. WARRANTY

At anytime during the standard commercial warranty period, the Government shall have the option of purchasing extended warranty. The Government shall additionally have the option to purchase mission critical warranty uplift to provide greater coverage than provided by the extended warranty where such mission critical warranty is commercially available. This section describes the terms for coverage under basic warranty, extended warranty and, where noted, the enhanced coverage for mission critical warranty uplift.

C.1.5.1. RESPONSIBILITIES OF THE GOVERNMENT

Government personnel will not perform maintenance or attempt repairs to equipment while such equipment is under warranty unless agreed to by the parties via modification to a Delivery Order.

Subject to security regulations, the Government will permit access to the equipment that is to be under warranty.

The Government will provide time for contractor-sponsored modifications within a reasonable time after being notified by the contractor that the modification is ready to be made. The modification will be made outside the normal principal period of service unless another mutually agreeable time is decided upon.

The Government will maintain site requirements in accordance with the equipment environmental specifications furnished by the manufacturer and agreed to at time of award.

C.1.5.2. RESPONSIBILITIES OF THE CONTRACTOR

When on-site warranty service is purchased, the contractor shall provide on-site warranty service, labor and parts. Warranty service does not include electrical work external to the equipment, the furnishing of supplies, and adding or removing accessories, attachments, or other devices. It does not include repair of damage resulting from accident; transportation between Government sites; neglect; misuse; failure of electrical power, air conditioning, humidity control; or causes other than ordinary use.

While the contractor's personnel are at the Government facility, the contractor is responsible for compliance with all laws, rules and regulations governing conduct with respect to health and safety - not only as they relate (i) to its employees and agents, but (ii) also to other personnel and to property at the site regardless of ownership. While on Government premises and in possession of Government property, the contractor is responsible for such property and any damages thereto.

Should the Government make alterations or install attachments that affect the service of this system, the continuation of warranty service on the system shall be subject to mutual agreement. Should the alterations or attachments increase or decrease the service costs to the contractor, adjustment to service charges shall be made on an individual installation basis. If such alterations or attachments create a safety hazard, the contractor may discontinue warranty service on the hazardous equipment.

Contractor-sponsored alterations or attachments to the system shall be made only with the consent of the Government.

The Contractor shall take full responsibility for providing all diagnostic software programs that are utilized during service of the applicable systems. The Contractor shall maintain the diagnostic routines so that they are compatible with the revision levels of the computer components.

C.1.5.3. COMMERCIAL WARRANTY

The Contractor shall provide the Government with warranty equivalent to their commercial warranty offerings in terms of response time, principal period of service. In lieu of a commercial warranty, at a minimum, warranty shall be offered in one year increments with the following coverage: five days a week (Monday through Friday) and for eight (8) hours a day during business hours, with a next day response time.

C.1.5.4. Preventive Maintenance

For large computer systems and other products that require periodic preventive maintenance, the contractor shall specify in writing the frequency, duration, and quality of preventive maintenance provided to purchasers of basic and extended warranty. The quality of the preventive maintenance shall be equivalent to that provided by the contractor for leased equipment. Preventive maintenance shall be performed during 8 a.m. to 5 p.m. local time, or outside that time period upon mutual agreement between the contractor and Government. The Government has the right to defer scheduled PM at its own discretion.

C.1.5.5. CATEGORY B: NETWORK CLASS BOARD SWAPPING

In addition to extended warranty, the contractors for the Network Classes shall make available a board swapping program under which the users can contact the contractor and request next-day delivery of replacement boards. If the part is in stock, the contractor shall ship via the Overnight Express company of their choice. Board swapping is covered on a unit price monthly fee basis.

C.1.5.6. QUALITY OF REPAIR SERVICE

The following sections describe the quality of repair services.

C.1.5.6.1. Level of Parts Replacement

The level of replacement of worn or defective parts shall be consistent with the original manufacturer's design of the equipment. Field maintenance technicians shall not try to repair faulty modules on-site if the equipment was designed for the replacement of modules. The Contractor has responsibility for repair or replacement of all faulty equipment of the system including cables, cabinets, power supplies, or other items necessary to return the system to operational status.

C.1.5.6.2. Quality of Parts

Only new standard parts or parts equivalent to new parts in performance shall be used in effecting repairs. Parts that have been replaced shall become the property of the Contractor.

C.1.5.6.3. Field Engineering Changes

The Contractor shall install all required field engineering changes within 30 days (based on reasonable access to the place of performance) after Original Equipment Manufacturer (OEM) availability of the change. Concurrence of the Government shall be required prior to the installation of the field engineering changes and they shall be installed at no additional cost to the Government during the basic or extended warranty period.

C.1.5.6.4. Spare Parts Inventories

The Government does not require that the contractor keep spare parts needed to complete repairs in the local area. If the contractor chooses to keep spare parts locally in order to expedite repairs then title to such spare parts, unless installed in Government owned equipment, shall remain with the Contractor.

C.1.5.6.5. Pre-maintenance Inspection

If extended warranty is purchased for equipment for which basic warranty has previously expired, the Contractor is entitled to perform, at no charge to the Government, within 15 days from the receipt of the Delivery Order requesting extended warranty, a pre-maintenance inspection in order to certify that at the time the contractor commences extended warranty coverage the equipment meets current OEM specifications. If any equipment is not up to current OEM Revision levels by OEM standards, the Contractor shall submit an estimate, within the 15 day period. The estimate shall detail the price of labor and parts to be performed to bring that equipment up to the OEM maintenance level. The Government may choose to accept the Contractor's estimate or to have the OEM, a third party, or previous contractor, perform the upgrade. If the Government chooses not to have the piece of equipment or a system brought up to OEM maintenance level, the Contractor is not obligated to maintain that piece of equipment or that system.

C.1.5.7. TEMPORARY OFF-SITE REMOVAL OF EQUIPMENT FOR SERVICING

Prior to the removal of any equipment the Contractor shall comply with all local Government property management policies.

C.1.6. USED EQUIPMENT AND MATERIALS

Equipment and materials must be identified as used and/or reconditioned/refurbished and must be warranted with the same terms as new materials and with the warranty length as per current commercial practice of the contractor.

C.1.7. INSTALLATION

The Government may order computer systems, software, components and other equipment with no installation. However, the contractor shall offer installation of all system hardware, system software,

and cabling. This does not need to include attachment to a network or configuration of network parameters.

C.1.7.1. SITE PREPARATION

Where required, the Government will provide the Contractor access to sites for the purpose of evaluating environment, power, and safety requirements prior to a scheduled installation date. The Government must authorize all new electrical and LAN installations. If power changes or alterations are required for installation, all such alterations will be performed by the Government. The Contractor should make every effort to place equipment that requires the standard 115-120V capacities for CONUS installations unless otherwise requested by the Government.

C.1.8. REHABILITATION ACT AMENDMENTS OF 1998 – SECTION 508 APPLICABILITY

All items which are identified as EIT in terms of Section 508 (Accessibility) requirements must be noted by the contractor as compliant, non-compliant, or requiring Agency Review based on how the equipment meets or does not meet the applicable standards for that technology.

EIT is information technology (IT), as defined at FAR 2.101, and any equipment or interconnected system or subsystem of equipment, which is used in the creation, conversion, or duplication of data or information. EIT includes:

- telecommunication products, such as telephones;
- information kiosks;
- transaction machines;
- World Wide Web sites;
- Software and Operating Systems
- Computers
- multimedia (including videotapes); and
- office equipment, such as copiers and fax machines.

EIT is defined by the Access Board at 36 CFR 1194.4 and in the FAR at 2.101.

C.1.8.1. APPLICABLE STANDARDS

One or more of the following 508 standards apply to all SEWP EIT line items

Software Applications and Operating Systems (1194.21)
Web-based Intranet and Internet Information and Applications(1194.22)
Telecommunications Products (1194.23)
Video and Multimedia Products (1194.24)
Self Contained, Closed Products (1194.25)
Desktop and Portable Computers (1194.26)

The contractor must comply with these technical standards at 36 CFR 1194. The contractor must provide a completed Voluntary Product Assessment Template (VPAT) and/or document how each product was tested for Section 508 conformance. All Section 508 standards will be complied with in performing this contract.

C.1.8.2. MANUFACTURER'S 508 COMPLIANCE

Whenever the contractor requests a new manufacturer to be added to the available SEWP manufacturer's list per Section D.3.1. Manufacturer Request, one or more of the following must be provided concerning the applicability, compliance and available information with regards to 508 compliance:

indicate that the manufacturer has no EIT applicable products; or
provide a link to the manufacturer's 508 VPAT information for applicable EIT equipment; or

provide a link to other documentation on how each product from the manufacturer was tested for 508 compliance; or
provide the SEWP Program Office with all applicable VPAT's and/or other documentation on how each product from the manufacturer was tested for 508 compliance; or
indicate that 508 applicable information is available on a per item basis by contacting the contractor

C.1.9. SECURITY

Due to the sensitive nature of equipment and data present at all NASA sites, Contractor personnel requiring access shall meet the NPR 1600.1, "NASA Security Program Procedural Requirements" (U.S. citizenship) to obtain badges and vehicle decals. An escort will be provided when required for access into restricted work areas.

The COTR or their designated Technical Specialist at each NASA or other Government site will work security issues with the Contractor as needed to ensure that sensitive, private and confidential as well as classified information is safeguarded.

NASA recognizes the emerging technology for fleet management for remote management of network-connected devices. Such systems must comply with NPR 2810.1 "Security of Information Technology." Each NASA Center will require certification prior to installation that all such systems meet ongoing standards for firewall, network, and access security.

C.2. STATEMENT OF WORK FOR CONTRACTOR SUPPLIED MFPS

While the SEWP contracts are primarily used as a purchase vehicle for the Federal Government, the Government may utilize the contracts as a basis for contractor-supplied products and services. This section, while specifically designed for contractor-supplied Multi-functional Printers (MFPs) obtainable through Class 11, the Government may use this section as a basis for similar SOWs in other classes.

Besides the requirements in Section C.1. Statement of Work, the Class 11 Contractor must also be able to comply with the additional requirements in this section for contractor-supplied and serviced products. Contractor-supplied products provide for the Government to submit a delivery order for MFPs to be placed at multiple sites and serviced throughout the life of the order as described below and supplemented by additional terms and conditions at the delivery order level.

An example of this type of arrangement would be a set of multi-functional printers located at Goddard Space Flight Center which will remain the Contractor's property, but fully accessible by Goddard employees.

Note that the requirements in this section are only in effect if specifically stated at the delivery order level. Additional terms and conditions may be added by the Government on a given delivery order.

C.2.1. CENTRALIZED DATABASE AND REPORTS

A centralized web-accessible database shall be provided and maintained by the Contractor for electronic access by all of the sites. The Contractor shall enter all data regarding each product and service and associated transactions into the database in real time for standard report generation. The Contractor shall post all requests and completed delivery times to the centralized web-accessible database. The orders will include the location and serial number of the equipment for which the supplies are required.

All reports shall be site specific and default to the site making the request. These reports include: invoicing, equipment history, servicing and utilization analysis.

C.2.2. SERVICE CALLS

One local or 800 number shall be established by the Contractor to be used to request service, supplies, and training. This number shall be staffed (no answering machine) to accommodate business hours at each NASA site. The Contractor will post all calls in real time (the time the call is received) to the Contractor's web-accessible electronic database.

Service calls on networked units require the Contractor to confirm whether the problem is with the network or the unit. Confirmed network problems become the responsibility of the network provider, and will not be counted against the Contractor as downtime.

During the standard hours of operation in each time zone, the Contractor shall respond to and begin repairs within 4 hours after notification of a malfunction by the customer. Response time on a service call begins when the call (placed by phone) is received by the Contractor. Service calls are to be entered into the database in real time. Service calls received after standard hours of operation shall begin the following business day.

If the technician is unable to complete the repair within 4 hours, the electronic database shall contain the current status of the repair and an estimate of how long it will take to complete.

In those cases where repairs cannot be completed within 16 working hours, a replacement unit shall be provided by Noon the next business day. All performance metrics and specifications apply to replacement units, which must meet or exceed the specifications of the replaced equipment and be billed at the same rate. The unit will be considered down until the replacement is provided and fully operational.

If the original unit cannot be repaired, the Contractor shall provide a permanent replacement unit. The Government Point of Contact (POC) for the order shall be the final authority in determining when a unit must be replaced due to unsatisfactory performance. If three (3) service calls for the same problem are placed within two (2) consecutive months for a particular unit, the Contractor will be required to permanently replace the machine.

The service ticket shall not be closed until the POC has verified that the unit is fully operational. The Contractor shall devise a method of customer feedback for each service ticket whereby the POC can verify the unit is or is not operational before a service ticket is closed. The POC closes out the service call by signing the technician's repair sheet where required, and including the date and time the repair was completed.

C.2.3. IDENTIFICATION STICKERS

When placing equipment at a Government site, the Contractor shall affix to each unit a highly visible (minimum size of 4" x 8") identification sticker. This sticker shall include the serial number, the model number, and the service/supply phone number. The Government reserves the right to affix internal identification tags/stickers/numbers to each unit placed.

C.2.4. SUPPLIES FOR CONTRACTOR-SUPPLIED MFPS

The Contractor shall supply the following at each site (inclusive of the MFP order) :

Toner and all consumable supplies required for hardcopy output for copying, printing, and facsimile functions. Contractor shall work with the Government to implement a process to recycle used toner containers at no cost to the Government

Replacement parts

The Contractor is required to deliver to each site a supply of consumables, which will handle the proposed monthly number of hardcopy output as defined on the delivery order.

The Contractor shall deliver the additional supplies within 4 hours. Requests that are received after 4:00 p.m. local time will be delivered no later than Noon the following business day.

C.2.4.1. TONER CARTRIDGE REMOVAL

The Contractor shall be responsible for the removal of all used toner and toner cartridges.

C.2.5. TRAINING

The Contractor shall provide training to users at the time of the initial installation. Additional training shall be provided on an "as-needed" basis when requested by the customer.

C.2.6. METER READINGS

The Contractor shall be responsible for taking accurate meter readings monthly at each location during the last business week of the reporting period. The Contractor shall review all meter readings for inconsistencies and ensure accuracy.

If the MFD is located in an area that cannot be accessed, a meter reading shall be relayed to the Contractor verbally by the Government

C.2.7. RELOCATION OF MFD EQUIPMENT

During the period of performance of a delivery order, unit relocations may be necessary. The Contractor shall relocate MFD at the request of the Government. There are two (2) categories of relocation support:

Category "Urgent": the Contractor has 24 hours (1 day) from the time of notification to perform the move.

Category "Routine": the Contractor has a maximum of 5 days from the time of notification.

Equipment shall be moved or relocated only by authorized Contractor personnel.

C.2.8. INTRODUCTION OF NEW MFD MODELS/TECHNOLOGY

At any time during the delivery order period, the Contractor may introduce new or improved models as replacements for models initially supplied. Any proposed new model offered must meet or exceed the specifications of the previous model to be replaced and must be approved by the Government before being installed.

The Contractor is responsible for providing all software and/or print driver upgrades upon their release, with no additional cost to the Government.

C.2.9. DISCONTINUANCE OF SERVICE

Service on a unit or set of units may be discontinued within no less than 5 business days unless otherwise stated upon receipt of written notice from the Government. Requests for removal will contain the following information:

Location,
Model number,
Serial number, and
Expected removal date.

The Contractor shall only bill the Government for the production up until the time of removal.

C.2.10. PHASE-IN OF A DELIVERY ORDER

The phase-in refers to the delivery and installation of equipment. The Contractor shall provide a phase-in plan based on site surveys no later than 30 days after delivery order receipt for review and approval. The Government specifically reserves the right to amend phase-in schedules proposed by the Contractor.

The Contractor's phase-in plan shall include, but is not limited to:

administrative matters (personnel listing including phone numbers)

compliance with agency delivery and security requirements
time line for planned walk-through
concept for placement of machines
timeline for completion with installation, training
method of supply and/or paper delivery
logistic (i.e. lift capabilities)
power sources & requirement, supplies
operational schedule for web-based electronic database
all staffing issues for phase-in schedule and administration
meter reading methods
customer education of phase-in
any other information the Contractor deems pertinent to phase-in operations

If necessary and if available, a staging area for phase-in may be designated to the Contractor by the Government.

C.2.11. PHASE-OUT OF A DELIVERY ORDER

At the end of the delivery order period, the Contractor shall provide all resources required to ensure a smooth transition for the Government.

The Contractor shall provide a detailed phase-out plan for removing all units. The phase-out plan shall be provided no later than 30 days prior to the scheduled removal of the first unit and is subject to approval and/or revision by the Government.

The Contractor's written phase-out plan shall include, but is not limited to:

administrative matters (current personnel listing including phone numbers)
compliance with agency delivery and security requirements
timeline for removal of machines
lift capabilities, supplies
staffing for removal

The Contractor's Electronic database shall remain operational for the duration of the phase out.

The Contractor shall work with the Government to establish phase-out and removal schedules that allows for a smooth transition with the Government's planned follow-on activity